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MONTANA
ANNUAL REPORT

WORKFORCE
INVESTMENT ACT

Program Year 2005
July 1, 2005 through June 30, 2006

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OFFICE OF THE GOVERNOR
STATE OF MONTANA

BRIAN SCHWEITZER
GOVERNOR

JOHN BOHLINGER
LT. GOVERNOR

September 2006

I am honored to present to you the WIA PY2005 Annual Report.

In my travels to all 56 counties in Montana I have observed and re-confirmed what we all know. Montana is the best place to start a business, raise a family and build a community. To ensure our children and grandchildren can do just that we must continue to build on our successes and to strive for improvement at every opportunity.

Our citizens must have the tools and skill they need to be successful in new and emerging jobs over the next decade and beyond. In today's changing environment, it is not likely that a single institution, organization, or business can effectively address the range of workforce issues in a community. In order to grow our resources, we have to work together. By collaborating we can foster an environment that builds strong community ties, addressing some of Montana's toughest social problems directly affecting people most in need.

On January 1, 2006, Montana transitioned to a single statewide planning area for WIA activities. As a result, Montana reallocated more than $1.2 million back into the workforce system – putting more dollars into the hands of Montana's program recipients.

Montanans work hard and should have access to good, high-paying jobs. The Department of Labor & Industry is working closely with the Department of Commerce, the Governor's Office of Economic Development, and other partners to predict what jobs will be in demand over the next ten years in high growth, high wage industries. Through strong teamwork with education and training service providers, we will take the steps necessary to get our citizens the training and skills they will need to be employed in high-skill, high-paying jobs.

With your help we will improve the quality of life for all Montanans by preparing today's workforce for the jobs of tomorrow. Montana truly is the best place to start a business, raise a family and build a community. Together let's make it even better.

Sincerely,

BRIAN SCHWEITZER
Governor

STATE CAPITOL • P.O. BOX 200801 • HELENA, MONTANA 59620-0801
TELEPHONE: 406-444-3111 • FAX: 406-444-5529 • WEBSITE: WWW.MT.GOV

EXECUTIVE SUMMARY

Montana's vision for its workforce investment system is based upon two long-term goals:

1) promoting a diverse economy by providing skilled workers to emerging Montana industries, specifically those in information and advanced technology, health services, value-added agriculture, and communications; and
2) promoting continual skill development, increasing wages, and an enhanced standard of living for all Montanans while preparing Montana's youth with the knowledge and behavior skills necessary to enter and succeed in high skill, high wage careers.

These two objectives are guided by the following five key principles:

- Our workforce system must be accountable to the people we serve;
- Our workforce system must be customer driven to meet individual needs and choices;
- Our workforce system must be accessible to all;
- Our workforce system must be efficient in providing services to guarantee maximum impact; and
- Our workforce system must be focused on promoting personal responsibility.

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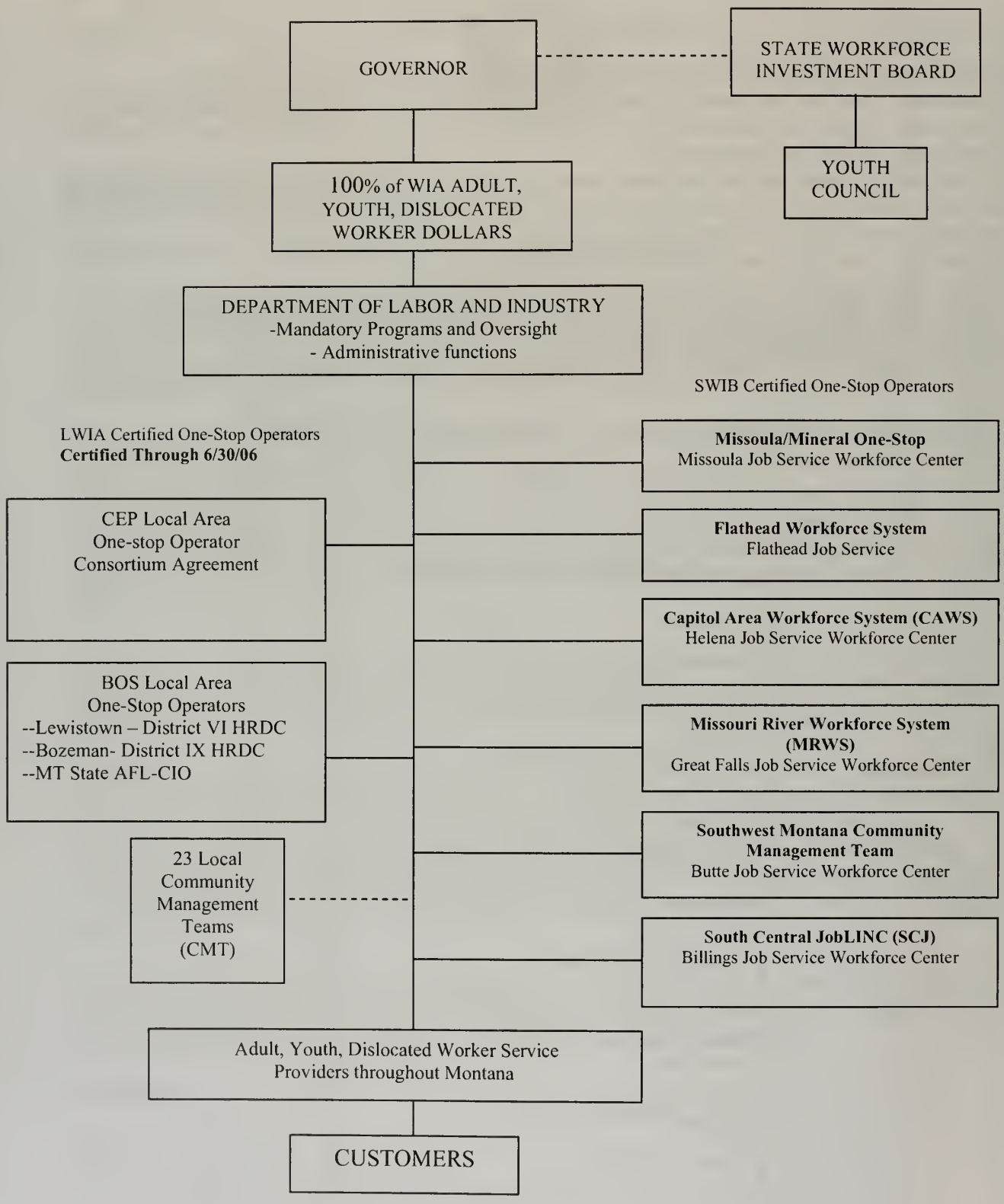
SINGLE STATEWIDE PLANNING AREA WORKFORCE SYSTEM ORGANIZATIONAL CHART



LEADERSHIP

Governor's State Workforce Investment Board

In August 2005 Governor Schweitzer charged the State Workforce Investment Board (SWIB) with four very distinct priorities for Montana's Workforce System: (1) Ensure Accountability; (2) Improve Efficiencies by getting more dollars to Montana's needing citizens, (3) Promote Local Involvement and (4) Include Montana's First Americans and Montana's Last and the Least.

The SWIB has appointed several sub-committees to conduct their business as an advisory body to the Governor on statewide workforce system issues, as well as to satisfy their responsibility for performing all Workforce Investment Act (WIA) local workforce board duties.

Executive Committee is made of the State Workforce Investment Board Chair, the chairs from each of the committees, and up to 10 other members.

Economic Development & Business Retention Committee coordinates the work of the board with the state's economic development strategy. They conduct studies and analyses, as necessary, to determine the needs of Montana's employers and the workforce development strategies that are required to meet those needs. The committee works to engage employers of the state, in a sector-by-sector approach, to determine the specific needs of each sector and to recommend strategies to address the needs. They also determine the priority training needs of the state's employers and recommend directing state training funds to those needs, and coordinate projects with the Research and Analysis Bureau, who will serve as advisory and resource staff to the State Board.

Workforce System Committee has the responsibility to oversee and coordinate the implementation of the Governor's and the Board's strategic workforce development plans through the actions and operational directives of the state's executive agencies. They also are charged with ensuring the quality of programs and services in the local areas, planning efforts, and strategies to improve the Montana workforce system. One current project the committee is working on is identifying teleconference and video conference options for committee and board meetings. These options, if viable, will reduce travel time and expense for board members, and make the SWIB meetings easier to access for the board, members of the public, and workforce system partners across the state.

One-Stop Development Committee is charged with expanding the number of One-Stop Centers in Montana through stronger partnerships and improved service integration. They also work to promote One-Stop system development efforts by coordinating communication and involvement of Community Management Teams (CMTs) within Montana communities, and with the State Board. They coordinated and developed the statewide Memorandum of Understanding (MOU) with mandatory system partners, and others, select and certify One-Stop Centers, and oversee effectiveness of coordination and participation of One-Stop partners

Apprenticeship Advisory Committee. This group serves as an advisory body to the State Registered Apprenticeship Program, and works to better link education with apprenticeable occupations. Over the last year, the SWIB Apprenticeship Committee developed an MOU defining the Apprenticeship Program Development Process that will be signed by business, education and labor partners. This partnership and level of agreement will improve the development process of Apprenticeship programs in Montana, and help to promote apprenticeable occupations in high growth, high wage industries in our state. Montana has a very successful Apprenticeship and Training Program, in which nearly 85% of apprentices from the last 7 years are still living and working in Montana, in their field of trade.

Youth Council. Montana's SWIB Youth Council will ensure that workforce investment youth activities complement and reinforce academic and occupational curriculum focusing on the essential nature of work accessing bona fide connections to employers, a variety of contextual education options for competency certification, and opportunities for postsecondary education and training. The SWIB and Youth Council will ensure success of Montana's youth by providing opportunities for leadership development, positive peer support, serving the community, and follow-up support over a sustained period.

Healthcare Task Force. A Healthcare Task Force was formed based on a recommendation from the Economic Development and Business Retention Committee, and met several times during summer 2006. Their objective was to identify healthcare worker shortages, research the cause of the shortages, and recommend strategies to address the issues identified. A final report will be presented to the SWIB by December 2006.

Overview

After being appointed in August 2005, the SWIB's first action was to assess the current workforce system for efficiencies and accountability to the people it served. The initial goal was to reallocate $1 million dollars to assist eligible Montanans rather than paying for administrative overhead. On October 11, 2005, Montana was designated a single statewide planning area for Workforce Investment Act (WIA) activities. As a result of the SWIB's swift action, the Montana Department of Labor and Industry (DLI) reallocated more than $1 million of WIA funds back into the workforce system to better serve our citizens. DLI assumed the administrative entity responsibilities for WIA Adult, Youth, and Dislocated worker programs, and the SWIB is responsible for all previous local board functions.

One of Montana's goals under the 2-Year State Plan was to expand the number of One-Stops and promote the integration of service delivery within the one-stop systems across the state. A year ago, Montana had 4 certified One-Stops. Since becoming a single statewide planning area, the SWIB has certified six One-Stop Centers. The SWIB also has two One-Stops that are under review and pending certification. The SWIB has worked very hard to develop certification criteria and a process that will ensure success of the one-stop system and strengthen service delivery in communities across Montana.

Under WIA, the SWIB is required to have in place a statewide Memorandum of Understanding (MOU) with all mandatory WIA partners. The statewide MOU was signed in May 2006 by all mandatory partners. This is the first time all mandatory partners have signed the MOU since Montana implemented the Workforce Investment Act in 2000. As a result of the SWIB's partnering efforts to work with Native American communities and WIA Section 166 grantees, the statewide MOU has been signed by all mandatory partners and is in place for activities throughout the State.

Montana is one of 13 regions across the country to successfully compete for the *Workforce Innovation in Regional Economic Development* (*WIRED*) grant. The WIRED grant brings $15 million dollars to the state over the next three years. Montana's proposal focuses on 32 rural counties in the eastern part of the state, and will provide training to build biotech industries, especially those related to bio lubricants and bio fuels. Partners within the Governor's office, Department of Commerce, Department of Labor and Industry, the university system, and others are collaborating to ensure a successful WIRED project in Montana, which will create jobs in the high growth, high wage energy industry, and improve the economic outlook for the most rural parts of our state, including six of Montana's seven Reservations.

Montana is one of five states that partnered last spring to form the Rockies Energy Workforce Collaborative (REWC). The other states participating are: Colorado, Wyoming, North Dakota, and Utah. The initial scope of the Collaborative is the development of the vast energy resources in the Rockies to ensure an adequate supply of skilled energy workers in the region. The Collaborative provides a forum for industry, education, public workforce systems and economic development to dialogue, develop strategy and solution based workforce actions to leverage staff, resources, and public and private investments. The initial scope of the Collaborative is in oil and gas, addressing current and anticipated shortages in the workforce. Participation by DLI on the coalition has been, and will continue to be, crucial to building regional partnerships and sectoral strategies that will strengthen Montana's energy industry, workforce, and economy.

MONTANA'S LABOR SITUATION

Montana is in the Rocky Mountain area of the northwestern United States, bordered by the Canadian provinces of British Columbia, Alberta, and Saskatchewan on the north, Idaho on the west, Wyoming on the south, and North and South Dakota on the east. Montana is sparsely populated with 935,670 people spread over 147,138 square miles. It is the fourth largest state in land area and 44th in population.

Montana continues to experience positive growth in population as indicated by an increase of about 8,700 people from 2004 to 2005, or 0.9 percent. Examining the population increase since 2000, 13,674 more births to deaths have been recorded, with an additional increase of 21,074 accounted for by new entrants to the state.

More people are living in Montana, more jobs are available, and those people working are earning more money. This growth, however, is not spread evenly across the state.

- Montana's total personal income increased by 5.7 percent in 2005, as compared with 6.6 percent for 2004. Per capita personal income also increased in 2005, by 4.4 percent, which was significantly more than the inflation rate of 3.4 percent for the same time period. Montana's rank among all states for per capita income was 41st.
- The average annual wage was $29,640 from April 2005 through March 2006.
- The Consumer Price Index saw an increase of 3.8% in August 2006 over August 2005.
- Over the 1990s, population growth was uneven across Montana. Between 1990 and 2000, 23 of Montana's 56 counties lost population, while the remaining 33 experienced growth. Most of the counties losing population were in the eastern third and north central part of the state. Nineteen counties, all in the western third and south central portion of the state, experienced more than 10 percent population growth. For the period 2000 to 2005, 33 counties gained population and 23 showed a decrease. Because most of the larger counties increased in population, Montana overall had a population increase.
- Payroll (wage and salary) employment covered by unemployment insurance increased 9,969 jobs in 2005 compared with 2004. The previous year's growth was 9,931 jobs, indicating that job openings are growing at a steady rate.
- Montana's unemployment rate, seasonally adjusted was 3.5 percent of the workforce (August 2006). The U.S. rate was 4.7 percent (also in August 2006), which was down from 4.9 percent the previous year, indicating an increase in job opportunities nationally.

The incidence of unemployment is distributed unevenly across Montana. For 2005, 3 counties had a relatively high unemployment rate above 7 percent, with Bighorn County the highest at 8.5 percent. The other two counties with high unemployment rates are Lincoln and Glacier. Both Bighorn and Glacier Counties contain Indian reservations, where employment opportunities have historically been limited. Lincoln County is in western Montana, and its economy is partially dependent on seasonal (part-year) industries such as logging and wood processing, recreation and tourism, and construction.

- **The State Workforce Investment Board Certifies New One-Stops**

In PY2005 the State Workforce Investment Board certified six new one-stops. Those certified one-are:

Capitol Area Workforce System (CAWS)

The Capitol Area Workforce System (CAWS) Community Management Team is a group of employment and training providers serving Lewis & Clark, Broadwater, Jefferson and Meagher counties who came together to from a new partnership in September of 1998. The CAWS Mission & Vision is to "Provide a customer-focused employment and training system that prepares trains and connects a highly skilled workforce to the business community." The designated One-Stop Center is the Helena Job Service Workforce Center.

Flathead Workforce System

The Flathead Workforce System Community Management Team provides an integrated service delivery system for education, employment and training, business support, and economic development resources and services to the citizens of Flathead County. The Flathead operates a Tier System formed in 3 layers. Tier One is comprised of member agencies and organizations that provide training, economic development, and contiguous services to service area customers. Tier Two is comprised of WIA mandated partners and other agencies interested in participating with an increased level of responsibility toward the operation of the Flathead One-Stop Workforce System. Tier Three is comprised of primary partners established as a One-Stop Operations Team. The designated One-Stop Workforce Center is the Flathead Job Service.

The Missoula/Mineral One-Stop

The Missoula/Mineral One-Stop Workforce Center is the Missoula Job Service Workforce Center. The Center has a commitment to serve all of Missoula and Mineral counties. The Missoula One-Stop Workforce Center houses Experience Works, Job Corps, Job Service and Rural Employment Opportunities (REO). Center services and programs include: Wagner-Peyser, WIA Adult IB, WIA Dislocated Worker, Rapid Response, TAA, Veterans Employment and Disabled Veteran Programs, Re-employment services, Business and HR consulting services, links to Unemployment Insurance, WoRC, FSET and Older Worker services. Additional services are easily accessible through referral and outreach. It is the goal of the Center to build on the close relationships in the community by further enhancing collaboration, increasing staff training efforts and enhancing relationships and collocation opportunities within the Center to build additional bridges to the business community and thereby support workforce and economic development.

Missouri River Workforce System (MRWS)

The MRWS delivers services to the counties of Cascade, Choteau, and Teton. The Center is located in the Great Falls Job Service Workforce Center. The MRWS has numerous community partners liking education, workforce development and business. The MRWS holds quarterly meetings, during which there is typically a morning learning session to cross-trail staff from one-stop partner agencies. They also hold a business meeting to ensure cooperation, collaboration and efficient delivery of workforce services by all partners.

South Central JobLINC (SCJ) One-Stop

The South Central JobLINC One-Stop Center (SCJC) is located in the Billings Job Service Workforce Center. The SCJ services the counties of Big Horn, Carbon, Stillwater, Sweet Grass and Yellowstone. The SCJC has a Hotelling Center at the HRDC office in Hardin and provides outreach services at locations in Carbon, Stillwater and Sweet Grass Counties. Fourteen programs and agencies are located in the SCJC and nine programs and agencies hotel at the SCJC. The SCJC is actively involved in workforce and economic development. Partners work together to strengthen businesses and linkages to Chambers of Commerce. Strengthening businesses means more and better paying jobs for employees. The SCJ through its partnerships and its One-Stop Center has seen the benefits of partnering, networking, cooperation and coordination to be able to expand services even in a time of decreasing funding. Leveraging of funds, facilities and equipment has been a guiding principle from the beginning of the SCJ and the development of the One-Stop Center.

Southwest Montana Community Management Team

The Southwest Montana Community Management Team One-Stop in Butte serves the counties of Powell, Granite, Deer Lodge, Silver Bow, Madison and Beaverhead. The Center is located in the Butte Job Service Workforce Center. The Southwest Montana Community Management Team is active across a large region and has centers located in Dillon and Anaconda and computers for use in rural libraries and courthouses. They have clearly demonstrated responsibilities and cross training to other programs. Each site had resource manuals and works with employers, not just job seekers, supplying resources and assistance.

- **Statewide Activities**

  Rapid Response Activities: The State Dislocated Worker Unit in the Montana Department of Labor and Industry is the oversight entity for the Rapid Response program. Assistance and early intervention services for businesses and workers facing layoffs or closures are provided by Montana's Job Service Workforce Centers through Rapid Response Workshops. At the workshops, information is given to the workers about various programs that will assist them in their transition to new employment. Unemployment Insurance is always one of the programs that are invited to provide information and possibly take Unemployment Insurance claims for the workers. The Dislocated Worker Program, Employment Services, Trade Adjustment Assistance, and various community agencies are invited to present information to the worker on their programs. The workers are also given information on how to survive a layoff among other pieces of information on how to become re-employed.

- **Governor's Discretionary Funds**

  Training for Incumbent Workers: Funds were directed to the Montana Department of Commerce to leverage activity with community development block grants. The Department of Commerce developed projects for customized training for new and expanding businesses in Montana to provide needed skills and better-paying jobs for their workers. The combination of funding sources provided job training and skills upgrading.

- **WIA Section 503 Incentives**

  A study conducted in 2000 showed that in Montana the health care industry represented the largest overall service sector economy gross state product with health care wages averaging 21% higher than the overall average wage in the state. However, the state continued to experience an unacceptable shortage of qualified health care workers. The federal government designated 50 of Montana's 56 counties as Health Professional Shortage Areas. With the demand for health care services ever increasing as the population is aging, too few people are entering or remaining in the health care professions. Program Year 2001 and 2002 incentive funds were used to provide training

and to educate Montana citizens on the opportunities in health care occupations and the shortage of health care workers.

WIA Title IB, Carl D. Perkins Vocational and Technical Assistance Act, and AEFLA programs continued the priority project of putting an infrastructure in place intended to increase awareness of the opportunities in health care occupations.

Incentive funds were used to:

- educate the partners about shortages in the health care industry and bring them together to jointly develop education and training for the health care industry;
- target participants in WIA Title IB adult, youth and dislocated worker programs; adult basic literacy and Carl Perkins vocational education by pointing out the various paths that will lead to careers in the health care industry through activities such as high school career days, assessments to determine an individual's aptitude, desire and academic ability to participate in education and training associated with health care occupations.
- target groups including incumbent workers, dislocated workers, eligible WIA Title IB adult and youth participants and students enrolled in secondary, post secondary and adult basic literacy education.
- Provide Quality Assessment (TABE) training and certification to WIA Title IB adult, youth and dislocated worker case managers to ensure that the TABE is administered by certified administrators.

The portion of the incentive dollars that went to the WIA Local Workforce Investment Areas was contracted out to WIA Title IB service providers with the stipulation that participants were WIA eligible in order to be enrolled in the Health Care program. Service providers were also required to have letters of support showing a partnership with the health care industry in their area. The partnership that developed between WIA service providers and health care partners proved quite successful. Eighteen participants graduated from Registered Nurses training in PY2005; four participants successfully completed pharmacy tech training; eleven participants successfully completed CNA training and were placed in health care facilities; and fifteen participants that received certification in other health care occupation skills training found employment in the health care industry.

- **Technical Assistance**

PY2005 was a year of transition for the workforce system in Montana. The Statewide Workforce Programs and Oversight Bureau in the Department of Labor and Industry assumed the administrative entity responsibilities for WIA Adult, Youth, and Dislocated worker programs following the transition to a single statewide planning area. The Statewide Workforce Programs and Oversight Bureau staff, with assistance from USDOL and WIA staff from the Utah Department of Workforce Services conducted two regional Workforce Investment Act Technical Assistance and Training sessions. These sessions were designed to provide new direction, policy and guidance from the State to all staff working in WIA Adult, Youth and Dislocated Workers programs. The regional sessions covered the Statewide WIA Policy manual that addressed program policies and procedures, MontanaWorks (Montana's WIA Management Information System), and WIA performance measures.

DESIREE TAGGART MEMORIAL AWARDS

The Desiree Taggart Memorial Awards are given in memory of Desiree Taggart, the first Director of Workforce Development in the Governor's Office of Economic Opportunity. Desiree is remembered for her inspiring dedication to Montana's workforce development efforts, for her abundant energy and willingness to go the extra mile, for her inquisitive mind and creative solutions, her passion for quality and excellence in workforce development, and fostering positive relationships among workforce development professionals, businesses, and the workforce. The first Desiree Taggart Memorial Awards were presented in 2004.

The awards publicly acknowledge outstanding efforts of individuals and organizations that have improved workforce development in Montana through the use of quality principles as promoted by the State Workforce Investment Board (SWIB).

There are three (3) categories of awards given annually:

1. **Outstanding Business of the Year Award** -Awarded to businesses (private or public) for outstanding contribution to the success of Workforce Development Programs. This award recognizes an employer in a Montana community who supports quality processes AND who participates in the workforce development programs or activities.
2. **Quality Program Award** -Awarded to a Workforce Development Agency or Program or a group of cooperating agencies or programs that exemplify the principles of quality in providing workforce development services. This award recognizes a workforce development organization (governmental, nonprofit or for profit), one-stop center or Community Management Team (CMT) in Montana who demonstrates leadership in promoting principles of quality initiatives a commonly described under the Malcolm Baldrige National Quality Award Program.
3. **Workforce Development Achievement Award** -Awarded to an individual workforce agency staff member, employer, council member, county commissioner, etc., for outstanding contribution to the success of Workforce Development Programs in:
    1. Fostering teamwork;
    2. Initiative and versatility;
    3. Total quality improvement activities;
    4. Leadership; and/or
    5. Other acts that promote excellent customer service or support the goals/mission/strategic plan of the workforce system.

The recipients for the 2005 Desiree Taggart Memorial Awards were:

OUTSTANDING BUSINESS OF THE YEAR
Sage Spa Salon
Student Assistance Foundation

INDIVIDUAL WORKFORCE DEVELOPMENT ACHIEVEMENT
Linda Beck
Elizabeth Marchi

QUALITY PROGRAM
Bitterroot Workforce System CMT

• IMPROVING OUTCOMES FOR INDIVIDUALS WITH DISABILITIES

Improving Outcomes for Youth Adults With Disabilities

In 2005, the WIA Youth Program Manager from the Department of Labor and Industry along with the Special Education Secondary Transition Coordinator in the Office of Public Instruction, Director of American Indian/Minority Achievement in the Office of Commissioner of Higher Education, Program Manager for Independent Living and the Human Resource Development Special in Vocational Rehabilitation, the Peer Advocate for the Summit Independent Living Center, Program Director of the Montana Youth Leadership Forum, a member of Montana's Legislature and the Governor's Family Policy and Disability Issues Advisor participated in the National Governor's Policy Academy on Improving Outcomes for Young Adults with Disabilities. The Montana Team's vision for improving the outcomes for young adults with disabilities is to improve communication, collaboration, access, knowledge, delivery and support of transition services for young adults with disabilities between Montana's agencies, providers, consumers, families and the legislature. The Team's set two major goals: 1) establish an ongoing group of stakeholders for planning, resource allocation, and policy/legislative initiatives related to improving outcomes for young adults with disabilities; and 2) establishment, through the Governor, of a full-time position to research, analyze and coordinate information and practices in education, employment, health, housing, transportation and community integration that impact young adults with disabilities.

The biggest achievement of the Team has been the communication established between members and the understanding that there has been significant amount of quality work done in Montana related to this issue.

Montana Choices Project:

The Montana Choice project is designed for individuals on SSI or SSDI and serves as a learning laboratory of how self-employment and business ownership can be viable options for people with disabilities, especially those living in rural Montana. The eligibility requirements of the Montana Choice Project are more relaxed than most programs for individuals with disabilities.

The Bitterroot area (through the Job Service Workforce Center and Ravalli Services); Rocky Mountain Front region (Cut Bank Job Service Workforce Center); and northeast area (through Glasgow Job Service Workforce Center); and the Butte Job Service Workforce Center operated the Montana Choices program through December 2005.

Disability Navigators:

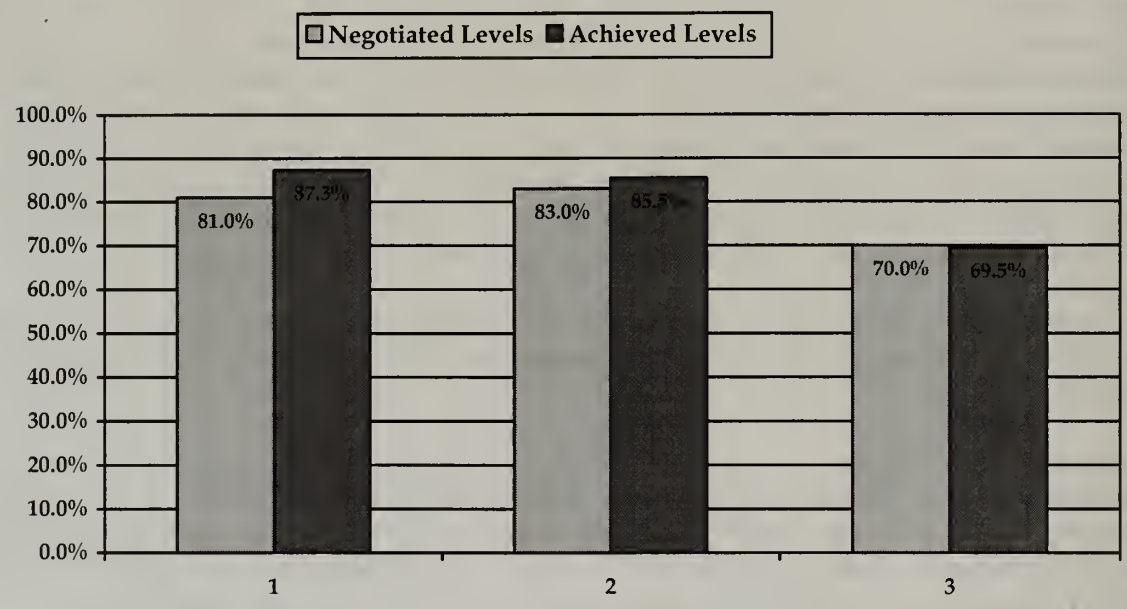
In 2004, Montana Job Training Partnership received a grant from the US Department of labor to fund four Disability Navigators. The navigators were assigned to the state's One-stop service areas in Cut Bank, Belgrade, Lewistown and Helena. The Disability Navigator's job was to provide resources regarding disability accommodations in school and the workplace; help with issues of transition of youth from high school to adult services and/or higher education; help answer questions and connect with resources regarding SSI and SSDI, and work, including specific incentives; provide professional development on disability topics; and assist individuals with disabilities to understand and work with various systems and resources they might need in work, school, or training. The Disability Navigator program ended June 30, 2006.

WORKFORCE INVESTMENT ACT TITLE IB PROGRAMS

ADULT PROGRAM

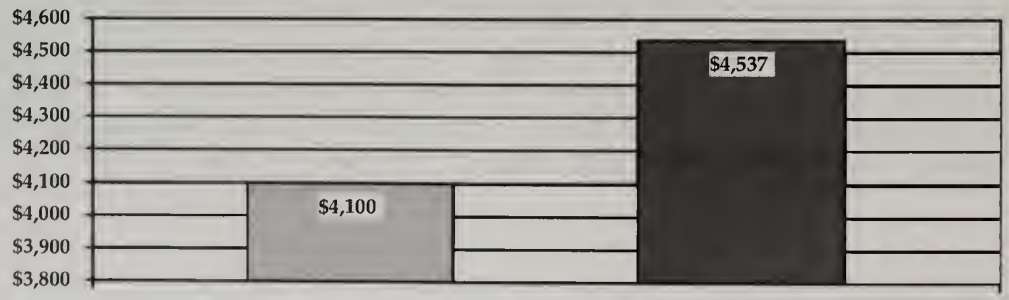
In Program Year 2005, 696 adults were registered to receive intensive and training services. The training services that were provided included: occupational skills training; entrepreneurial training; skill upgrading and retraining; workplace training and related instruction that may include cooperative education programs adult education and literacy activities provided in combination with the training activities; and customized training with commitment by employer or group of employers to employ the individual when they successfully complete the program.

ADULT PROGRAM PERFORMANCE PY 2005



1. Entry into unsubsidized employment
2. Employment retention rate after six months
3. Credential attainment rate

Six Months Earnings Increase



NATIONAL EMERGENCY GRANTS

National Emergency Grant (NEG) funds are the Secretary of Labor's discretionary Dislocated Worker funds that are set aside to serve a specific population of dislocated workers. When a State suffers a major dislocation, they can apply for assistance for a specific population and receive a grant to serve the dislocated workers. Some of the services a dislocated worker can receive under an NEG are remedial training, classroom training, relocation assistance to a new job, assistance in buying tools and equipment for training or a job, and various other supportive services used to support a person while they are advancing their skills or looking for work.

In PY 2005, Montana operated two continuing and one new National Emergency Grants. Those three NEGs are the Talk America/Bresnan NEG, Northwest Montana Timber NEG and Montana Tunnels Mine NEG.

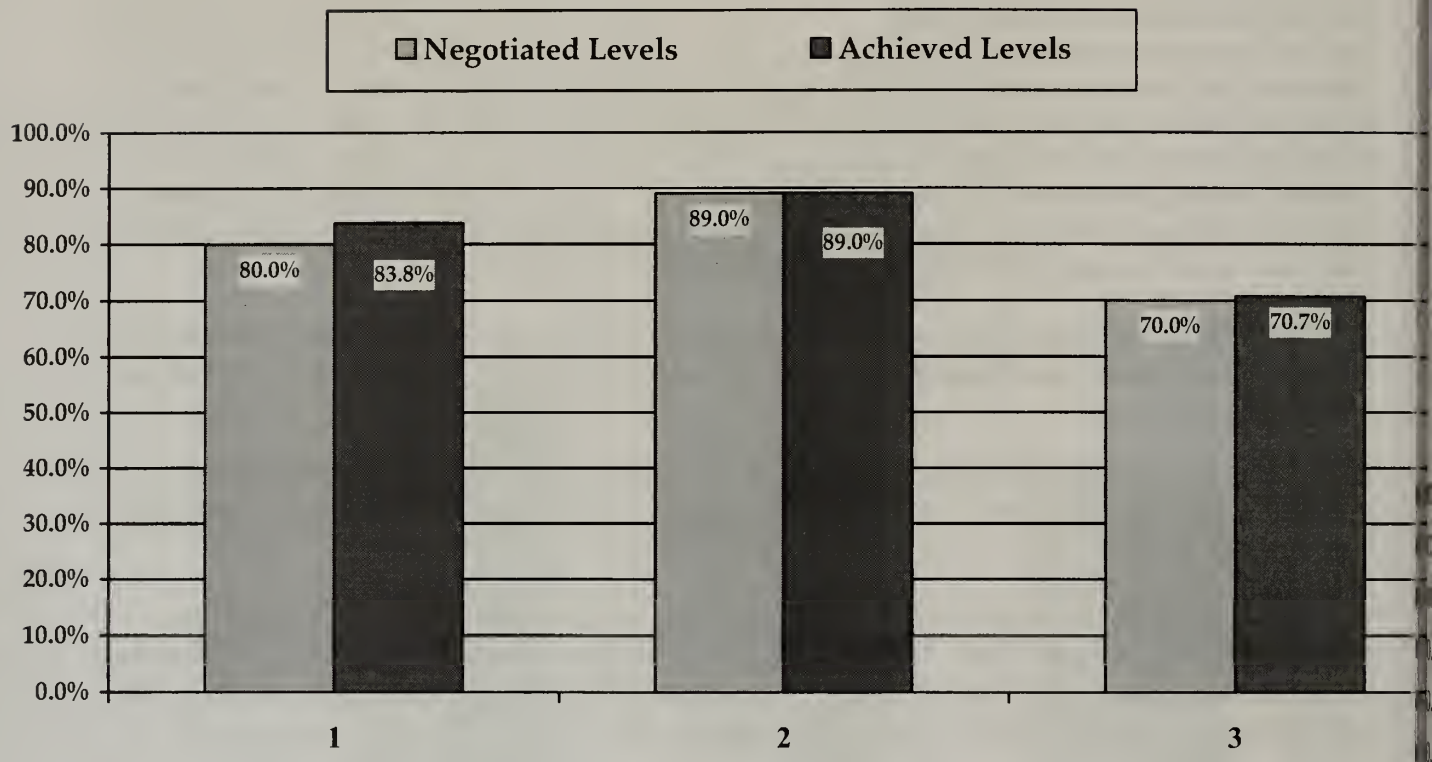
The Talk America/Bresnan NEG was awarded to serve the workers dislocated from Talk America in Butte, MT and from Bresnan Telecommunications located across the State. This project will end in December 2006.

The Northwest Montana Timber NEG was awarded in response to the closure of the Owens and Hurst lumber mill in Eureka, MT. This project will also serve workers who have been dislocated from the businesses that closed or had a reduction in force due to the lumber mill closing. This NEG was awarded in March 2005 and continues through March 2007.

The Montana Tunnels Mine NEG was awarded in response to the closure of the Montana Tunnels Mine in Jefferson City, MT. This project will serve workers who have been dislocated from the businesses due to the shutdown of the mine. This NEG was awarded in April 2006 and continues through March 2008.

As Montana's funding for workforce programs continues to decline, the system relies on the support from these NEG funds to serve major layoffs that occur in the State.

DISLOCATED WORKER PROGRAM PERFORMANCE PY 2005



1. Entry into unsubsidized employment
2. Employment retention rate after six months
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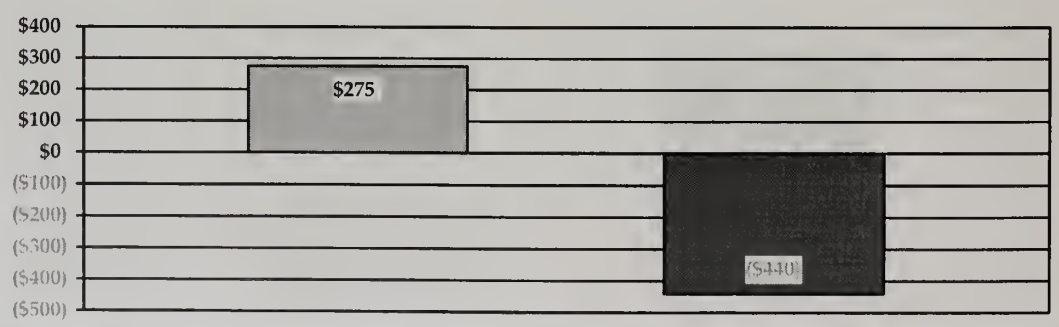
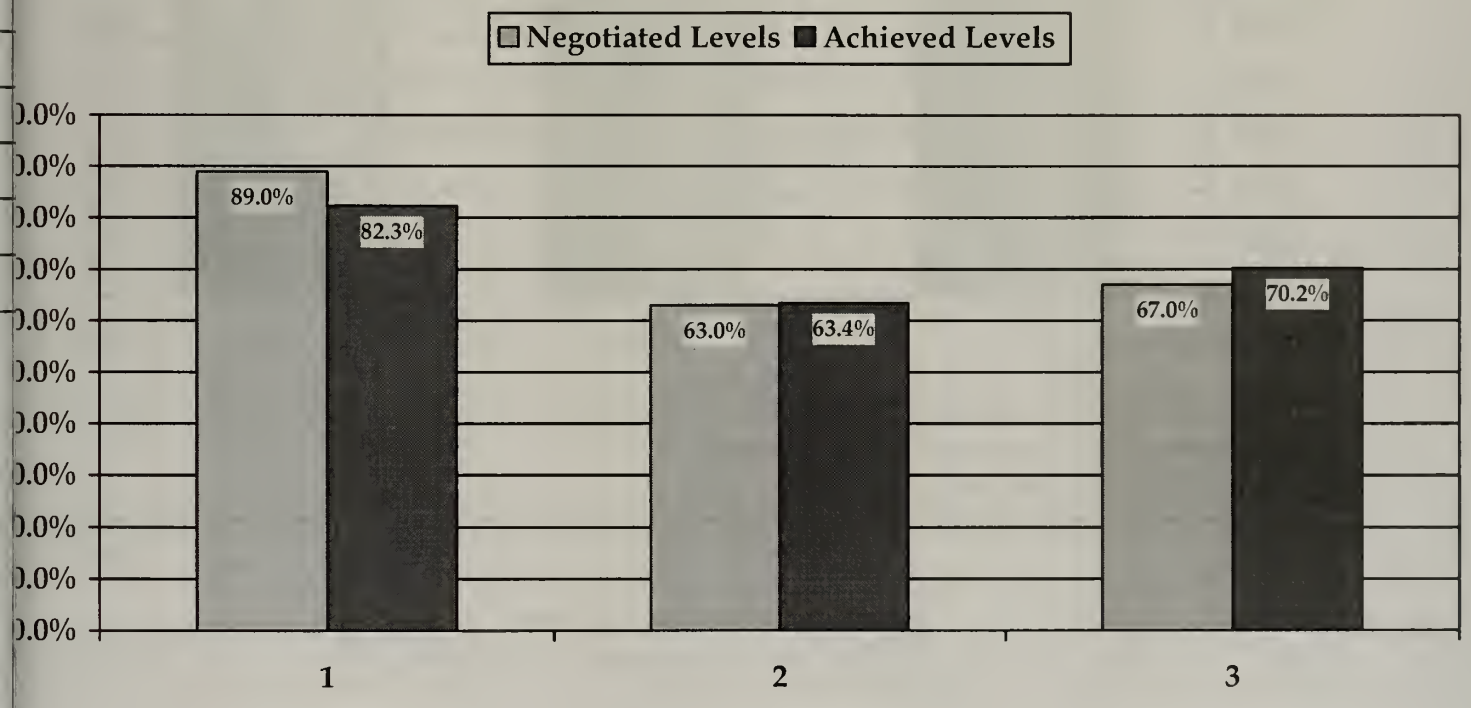
Six Months Earnings Increase



Montana's WIA Youth Program

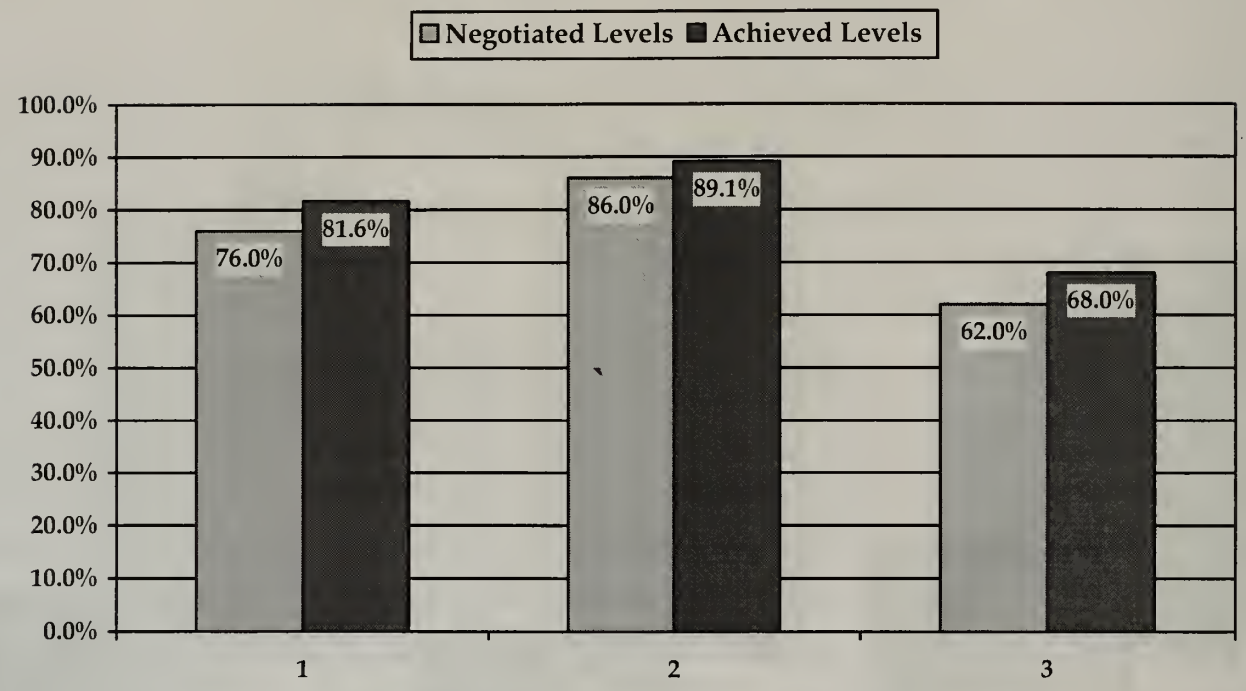
In PY 2005, 527 youth both younger and older youth were served in the Workforce Investment Act Title IB youth program. There are ten youth service providers in Montana, nine of which are Human Resource Development Councils and Career Training Institute which is a private non-profit agency. In March 2006, following the State's transition to a single statewide planning area, the State Workforce Investment Board appointment a single statewide Youth Council to serve in the place of the former Local Workforce Investment Area Youth Councils.

YOUNGER YOUTH (14-18) PROGRAM PERFORMANCE PY 2005



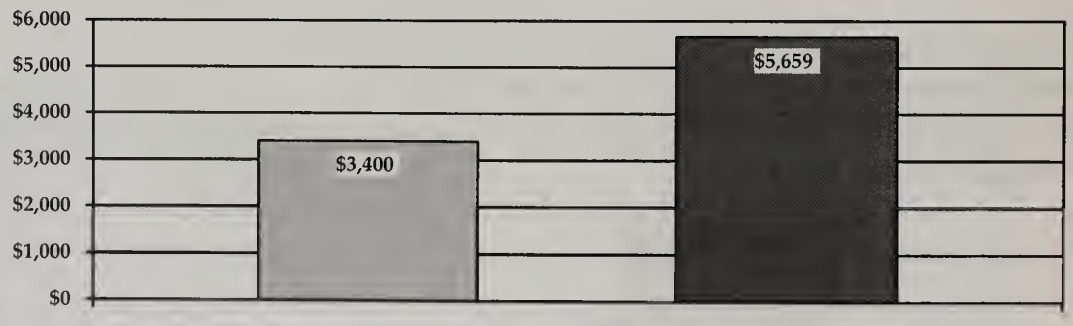
1. Attainment of basic skill/work readiness occupational skills
2. Attainment of secondary school diploma/equivalent
3. Placement and retention rate in postsecondary education, military, training, employment, and apprenticeship

OLDER YOUTH (19-21) PROGRAM PERFORMANCE PY 2005



1. Entry into unsubsidized employment
2. Employment retention rate after 6 months
3. Credential attainment rate

Six Months Earnings Increase



FINANCIAL ANALYSIS

Montana completed its sixth year of the Workforce Investment Act with an overall spending rate at 81%. Adult, youth, and dislocated worker services providers are in place, as well as the rapid response delivery system. Participant data collection and analysis has been completely automated. The Governors set-aside for statewide activities helped provide services for incumbent workers. Because of the transition to a single planning state and eliminating the mid-administrative level, the local admin expenditures were quite low. The unexpended dollars were re-obligated out to the service providers by the end of the program year (6/30/06) to be spent on participant services.

The average percent of participants exiting the programs and entering employment is 84.3% and the average 6-month retention rate is 87.8%. The WIA program has made a significant difference in providing participants with the training and skills needed to enter the workforce at a self-sufficient wage.

WORKFORCE INVESTMENT ACT FINANCIAL STATEMENT
PROGRAM YEAR 2005
July 1, 2005 through June 30, 2006

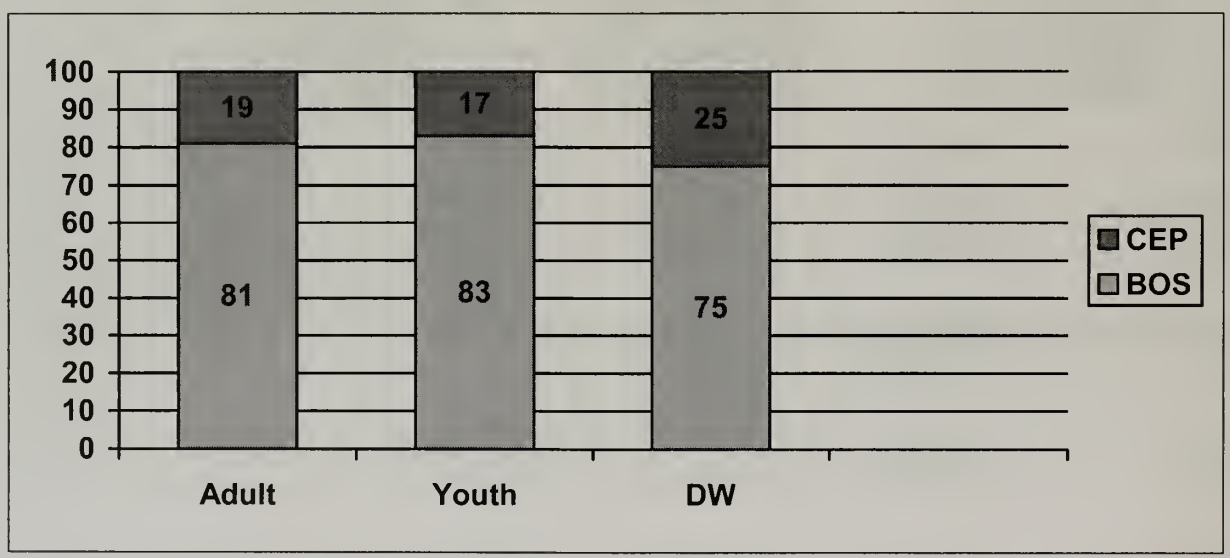
PROGRAM	AVAILABLE	EXPENDED	BALANCE REMAINING	PERCENTAGE EXPENDED
Statewide Activities	$1,070,086.00	$ 778,960.00	$ 291,126.00	73%
Carry-in	$ 348,546.00	$ 348,546.00	$ -	100%
Rapid Response	$ 476,821.00	$ 476,682.00	$ 139.00	99.99%
Carry-in	$ 2,048.00	$ 2,048.00	$ -	100%
Local Admin	$ 558,700.00	$ -	$ 558,700.00	0%
Carry-in	$ 539,773.00	$ 390,830.00	$ 148,943.00	73%
Local Adult	$1,959,753.00	$1,792,383.00	$ 167,370.00	92%
Carry-in	$ 181,228.00	$ 181,228.00	$ -	100%
Local Youth	$2,038,615.00	$1,669,665.00	$ 368,950.00	82%
Carry-in	$ 346,304.00	$ 346,304.00	$ -	100%
Local DW	$1,029,934.00	$ 845,235.00	$ 184,699.00	82%
Carry-in	$ 165,137.00	$ 165,137.00	$ -	100%
Total All Funds	$7,113,909.00	$5,562,925.00	$1,550,984.00	79%
	$1,552,459.00	$1,403,516.00	$ 148,943.00	91%

In Program Year 2005, more than 2,085 adults, youth and dislocated workers were registered to receive services under the Workforce Investment Act. Services were provided with an overall investment of local and state resources totaling more than $8,600,000. Some of these resources were invested in support systems, such as state administration. Some were invested in other statewide activities such as those described in the narrative section of this report. Core, intensive and training services were made available to an undetermined number of individuals. Rapid response services were also provided to many dislocated workers who were not listed as receiving intensive or training services. The number of adults and dislocated workers that registered for services and the average cost per participant were:

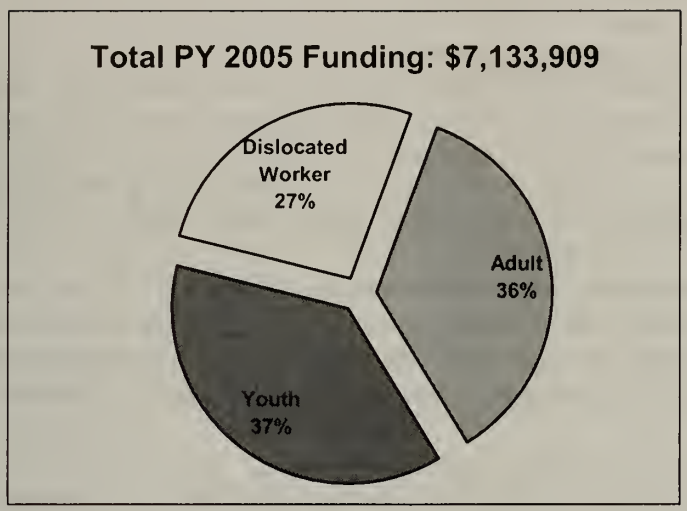
	Participants	Cost Per Participant
Adults	696	$3,128
Dislocated Workers	862	$1,327

527 Youth (both older and younger) were served in PY 2004 with an average cost per participant of $4,298

WIA funds were allocated per the funding formula as outlined in the State's Five Year Strategic Plan. In PY 2005 the formula funds were directed to the BOS and CEP as follows:



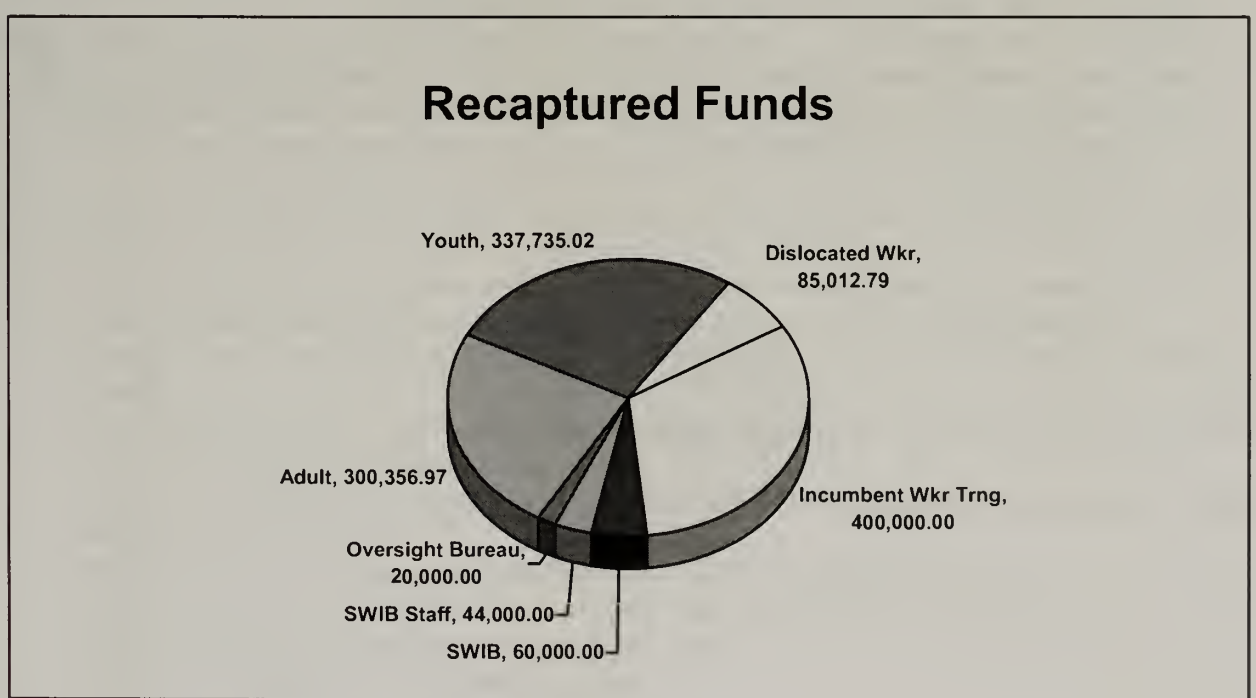
	Adult		Dislocated Worker		Youth	
BOS	81%	$ 1,763,777	75%	$ 858,278	83%	$ 1,880,056
CEP	19%	$ 413,726	25%	$ 286,093	17%	$ 385,128



- As WIA finished its sixth year, Montana held steady with an 81% spending rate for formula dollars.
- The Governor's set-aside for statewide activities helped provide services for incumbent workers.
- After three years of funding cuts, Montana's Dislocated Worker funding stream received an increase of 19% over PY 2004 funding.

Governor's Charge: Serve the Last and the Least

On October 11, 2005, US Dept of Labor granted a waiver to Montana allowing them to modify the State Plan and to function as a single statewide planning area. This removed a mid-level of administration (duplication) resulting in an additional $1,247,104.78 for the workforce system. In future program years, instead of 10% of program dollars being kept for local administration, only 2% will be kept for administrative purposes with the remaining 8% going back into the system (equating to an $800,000 - $900,000 yearly program savings depending on total funding received).



EVALUATION OF WORKFORCE INVESTMENT ACTIVITIES
STRATEGIES FOR CONTINUOUS IMPROVEMENT

Montana's workforce system began its continuous improvement journey several years ago. The mission of the workforce system is to develop a collaborative, integrated, customer driven, customer friendly, workforce investment system that is responsible to all customers, continually improves the services provided, and which meets the needs of Montana's workers and business by providing workers with skills needed by business and businesses with the skilled workers they require.

Montana has a number of methods to use in evaluating workforce investment activities.

◊ Annual monitoring of WIA Title IB adult, youth and dislocated worker service providers by the State WIA oversight agency. Monitoring includes a comprehensive review of local fiscal and management information systems, provider agreements and the eligible training provider application process.

◊ Through Customer Satisfaction surveys of participants and employers as required for WIA performance.

◊ Through Data Element Validation

- Data element validation evaluates the accuracy of participant data used to generate annual WIA performance reports. The process compares source documentation in participant files, such as eligibility documentation, to selected information pulled from a sample of exited participant records. Data element validation is critical to ensure that performance results of Montana's WIA program are reasonably accurate. Each state is required by the U.S. Department of Labor (USDOL) to complete this process.
- Montana staff completed data validation of WIA participant data for PY 2004. Staff visited 47 service providers, including AFL-CIO Project Challenge Work Again offices; Job Service offices; Human Resource Development Councils; and several miscellaneous nonprofit human service agencies. Staff reviewed 665 participant files for the Adult, Dislocated Worker, and Youth programs. Data validation for PY2005 will start in October 2006.
- Montana's WIA operations are not typical to other states. Management Information System (MIS) and Unemployment Insurance resources are available to state MIS staff on a daily basis, which makes validating many items on the data validation worksheets easy to accomplish.

ACHIEVING PERFORMANCE
And
CUSTOMER SATISFACTION

Achieving Performance
The State of Montana met and exceeded performance standards in every category with the exception of the Employer Response Rate. The standard for the Employer Response Rate is 88%, statewide performance was 92.1%. Due to confusion by service providers on when to report the end of Work Experience or On-The-Job Training, the data was not entered when the service ended but instead was entered when the participant exited the program. Based on this discovery, State and Local Workforce Investment Board staff conducted four regional technical assistance sessions in which this issue was addressed.

Customer Satisfaction and What Customers Are Saying About the Programs
The State conducts a 100% sample of all exiters that did not fall under exclusions, from WIA Title IB programs for the customer satisfaction survey. In PY2005, there were 902 exiters from the Adult, Dislocated Worker and Youth Programs. There were 500 employer satisfaction surveys completed.

Employer Satisfaction Survey Comments:

- The youth program is a great one and CTI was really on top of things
- CTI is a wonderful organization
- Our OJT with Bozeman Job Service went very well-would do it again
- Will take any Certified Nurse Assistant from the Great Falls JSS anytime. Ken McLean was great.
- Billings HRD works hard to place the right youth in the right position
- Holly at the Flathead JS did a super job for us
- One county sheriffs department says the JS did a wonderful job for them
- The Missoula JS people are good people to work with
- Great Falls business was pleased with their OJT from Project Challenge:Work Again. " I would do this program again-Carols is a wonderful worker and really wants to work!"
- One Billings business ways the HRDC is great "more kids please-we hired this last youth full time"
- Browning agency says the kids provided by Opportunities Inc were great; great job Curt
- Anaconda business owner says Butte HRD does a great job but we need more kids.
- Company very satisfied with the Lake County JSWC job order-hired 12 workers from their listing
- Director of nursing says her dealing with the Bitterroot JSWC was very good, people were so nice and explained everything clearly
- Company in Billings very pleased with the follow-up from the Billings JSWC and they always returned her phone calls
- Western Montana company says the Flathead JSWC did a grand job for us
- An employer in Missoula says "Paula from the Missoula JSWC is exceptional"
- The Livingston JSWC always does a good job for us
- The Great Falls JSWC is "absolutely excellent"

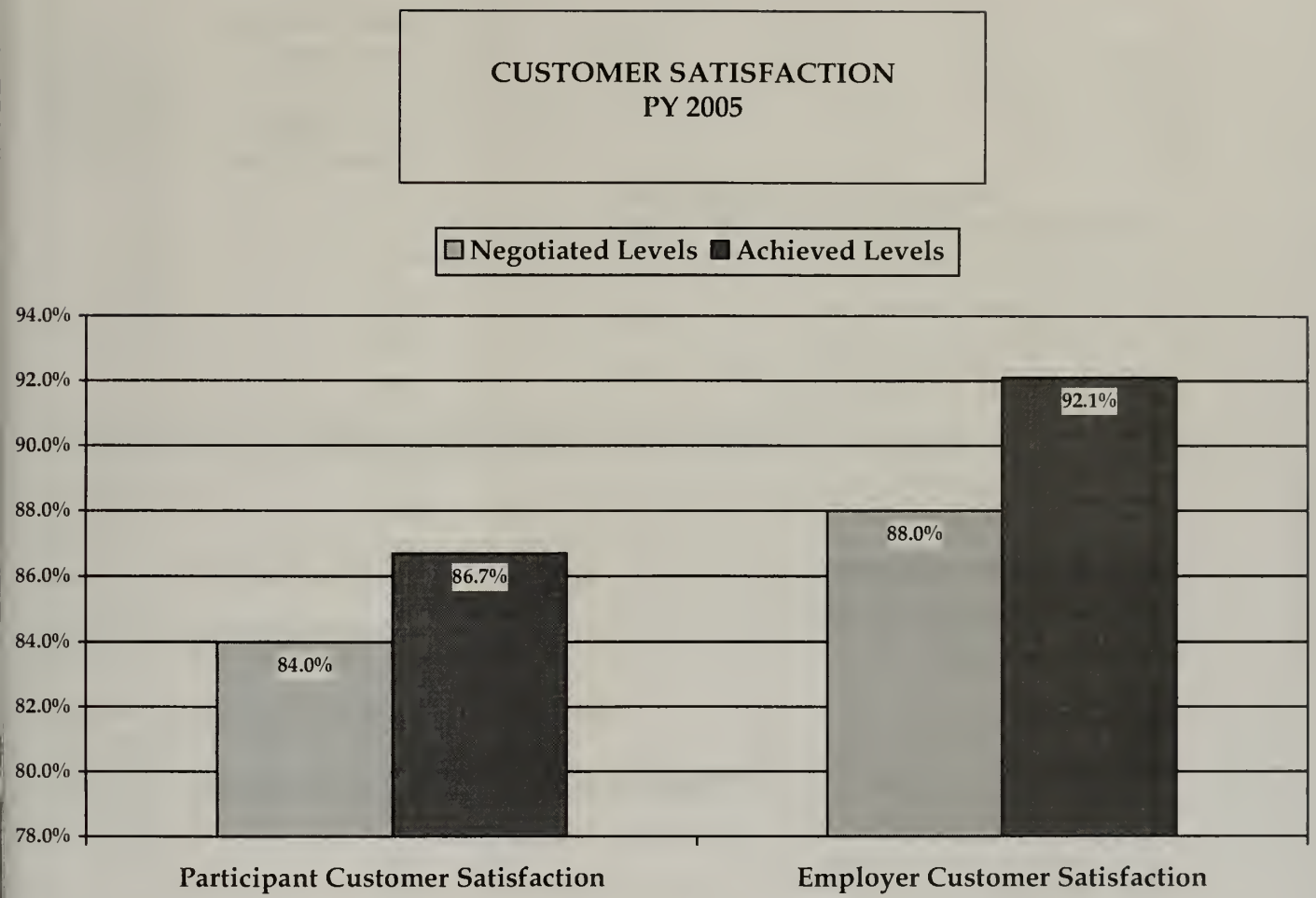
- Company owner was very pleased with the Bitterroot JSWC-wife got help compiling a new employee handbook
- Butte JSWC sends us really good people and help us with job descriptions for our job orders
- Larry with the Billings JSWC has been awesome to work with on our job orders
- Havre JSWC people are "real good"
- Billings JSWC - "Customer Service is great"
- Butte JSWC-very good-did follow-up
- Missoula JSWC-employer extremely pleased, much better than with private agencies; they have tried in the past-the follow-up has been wonderful.
- George Palmer with the Missoula JSWC was super "held my hand through the whole process-we had so many applications we had to stop the ad the first day"
- Bozeman JSWC-"they were right on time with help-in fact they call and remind me to update my listings"
- The Butte JSWC was awesome
- The Glendive JSWC people do a good job, very helpful, go beyond meeting our needs, assist with job announcements and help develop interview questions.
- Overall theme from employers in Montana is that the Job Service Workforce Centers do a wonderful job but that there is just not the qualified workforce available to employers. One employer summed it up by saying "Those who want to work are; and those who aren't don't want to work"

The first question on the survey asks the exiters how satisfied they were with the services they received. Here is what participants had to say about their experience with the services they received through the Workforce Investment Act.

- Action for Eastern Montana worked really hard with her-disabled youth
- A Billings YWCA participant said "this was one of the neatest programs she had ever found out about"
- A participant with the Billings PC:WA said "things went so well I was afraid something might be wrong but it was great"
- The Miles City JSWC is still calling and checking with me and providing job leads
- A dislocated worker was very pleased with both the Job Service and PC:WA; they were very helpful and supportive in all ways
- A registered nurse says the Anaconda Job Service has a "wonderful program"
- Lewistown PC:WA-"a great program; would not have been able to finish without their help"
- A dislocated worker from eastern Montana said that Lee from the Job service was extremely helpful.
- Lake County certified nurse assistant graduate was very happy with the services she received and also with her job
- The people at the Billings Job Service were always available, always helpful
- An over the road trucker got his commercial driver license and training through the Great Falls Job Service program and their help was great
- A dislocated worker from the Bitterroot JS said, "I appreciate what you guys are doing for people."
- A Butte HRDC youth said they were great people, phenomenal, "did everything I needed and Linda Lowney was a great friend"
- The Helena Job Service client said "They went above and beyond my expectations. They helped me so much."
- The Billings YWCA program was most impressive.

- A Dislocated worker from Butte had this to say about the Butte PC:WA program: " Can't thank you enough-Angie was great-even talked to my wife-now I can sty in Montana-my wife can keep her job and my 10 year old doesn't have to leave Montana."
- A co-enrolled dislocated worker from the Bozeman Job Service and Project Challenge said it was a good experience; that Larry and Becky applied the program splendidly and that Becky was a veteran coordinator and that Larry shoots straight.
- "Everyone was so helpful, from the GED, Welfare, and Linda Valentine at the Missoula HRDC. They went out of their way to help me."
- "I am a success story, and it all due to my job specialist at the Flathead Job Service Workforce Center. I had help with my resume and learned the best management skills from my job service representative."
- A Great Falls Dislocated worker said "I wish I was related to Norma, she was wonderful"
- A youth from the Lewistown HRDC said that the "hands on experience he received from his Work Experience was great"
- Registered nurse graduate wishes she had known about the Havre Job Service program sooner.
- The Havre HRDC people were great!
- The Great Falls Opportunities Inc program gave me lots of help. "Thank You."
- "We would not have our jobs without Career Futures and especially Lynn Clark."
- The people at the Great Falls Job Service are wonderful people; they didn't put me down when I went in to see them after my layoff.
- The Career Transition people helped me with "an ass-kickin' resume "
- "Al Ekblad from the Great Falls Project Challenge:Work Again is a kind, caring, great mentor."
- An adult participant from the Miles Community College program had this to say: "I highly recommend this program to anyone who needs assistance!"
- "I was laid off my job after 9 years. Trish and Pat and all the people I encountered at the Flathead Job Service went to bat for me. Thanks!"
- "They were awesome" is the comment from an adult participant out of the Glendive Job Service. "I was in a wheel chair and now I am a Licensed Practical Nurse."
- I went to college and got my degree. It was the best thing that ever happened in my life. I considered this layoff and the opportunities provided to me by the Butte Job Service and Project Challenge as a blessing in disguise."
- "I got a full ride scholarship". Curt with Opportunities was so very helpful.
- I am a single parent and Brenda at Lewistown HRDC was awesome.
- NCLEX was wonderful. Thanks to the people at the Lake County Job Service for helping them be able to take the class; it was invaluable and better than any review book available; said an adult registered nurse graduate.
- "I could not have gotten here without the help of the Dislocated Worker program in Helena.
- "Mary Stahlberg with the Kalispell HRDC went above and beyond-anything and everything was done-she had the resources to help and found out what she didn't know if I needed it. What a wonderful person".
- "I sure appreciated the help I got. The Job Service helped pay for my last semester for my RN degree".
- An exiter from the Lewistown area said "I was so excited receiving the help I got; I told others I would not be here today without the help of the Lewistown HRDC. Thank you! Thank you!"
- "Kathleen was great-she was just terrific" was the comment from a dislocated worker in Billings.
- The Bitterroot Job Service was always on top of things.

- "She is an awesome lady" "Kathleen Miller" A+ A+, If I could give her a hug right now I would."
- " I think it is a fantastic program-Larry Cloniger does a superb job."
- "Becky with Project Challenge did the best for me; I was a difficult student."
- "Will with the Missoula Job Service was very good and very clear about the guidelines."
- "The people at CTI were wonderful, always calling and checking on me. I appreciate all they did for me."
- A single father with two boys said that Holly did a super job and he appreciated all her help. The support was super and the opportunity was one I never would have been able to complete without their help.
- An adult participant from the Glasgow area said that they helped him whenever he needed it and he appreciated their help.
- "It was a pleasure getting to know Kim Blunt from the Miles City Job Service. I am a definite success story."
- "Trish Hart is an awesome counselor. I admire and respect her for all she has done for me."


CUSTOMER SATISFACTION
PY 2005
Negotiated Levels
Achieved Levels
94.0%
92.0%
90.0%
88.0%
86.0%
84.0%
82.0%
80.0%
78.0%
84.0%
86.7%
88.0%
92.1%
Participant Customer Satisfaction
Employer Customer Satisfaction

PROGRAM PERFORMANCE DATA

Performance Levels
July 1, 2005 through June 30, 2006

PERFORMANCE MEASURES	*PERFORMANCE GOALS* PY 2005 (07/01/05 6/30/06)
Adult Program - Core Indicators of Performance	
1. Entered Employment Rate	81.0%
2. Employment Retention Rate	83.0%
3. Six Months Earnings Increase	$4,100
4. Employment and Credential Rate	70.0%
Dislocated Worker Program – Core Indicators of Performance	
1. Entered Employment Rate	80.0%
2. Employment Retention Rate	89.0%
3. Six Months Earnings Increase	$275
4. Employment and Credential Rate	70.0%
Older Youth (Ages 19-21) Program - Core Indicators of Performance	
1. Entered Employment Rate	76.0%
2. Employment Retention Rate	86.0%
3. Six Months Earnings Increase	$3,400
4. Credential Rate	62.0%
Younger Youth (Ages 14-18) Program - Core Indicators of Performance	
1. Skills/Goals Attainment Rate	89.0%
2. Diploma/Equivalent Attainment Rate	63.0%
3. Retention Rate	67.0%
Customer Satisfaction - Core Indicators of Performance	
1. Participants	84.0%
2. Employers	88.0%

Agy./PO: 00-00 State of Montana (Statewide)

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in The Sample	Response Rate
Participants	84.0	86.7	872	1175	1175	74.2
Employers	88.0	92.1	273	286	286	95.4

Date Ranges Used In Calculating Report Items

Total Participants:	07/01/2005 – 06/30/2006
Exiters, Younger Youth Diploma or Equivalent Rate, And Younger Youth Skill Attainment Rate:	04/01/2005 – 03/31/2006
Participant Customer Satisfaction and Employer Customer Satisfaction:	01/01/2005 – 12/31/2005
Entered Employment Rate, Credential & Employment Rate, And Credential Rate (Older Youth):	10/01/2004 – 09/30/2005
Six Months Employment Retention Rate, Younger Youth Retention, And Six Months Earnings Change:	04/01/2004 – 03/31/2005

Note: Employer customer satisfaction survey results do not include data for Employment Service related to activities (e.g. job orders). Employer surveys here involve specific WIA Training (OJT, Customized Training, etc).

Agy./PO: 00-00 State of Montana (Statewide)

Table B – Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	81.0	87.3	193	221
Employment Retention Rate	83.0	85.5	271	317
Six Months Earnings Increase	$4,100	$4,537	$1,388,339	306
Employment and Credential Rate	70.0	69.5	216	311

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individuals With Disabilities	Num Den	Older Individuals	Num Den
Entered Employment Rate	82.2	37/45	81.0	17/21	76.9	20/26	88.2	15/17
Employment Retention Rate	80.3	49/61	89.7	26/29	75.0	18/24	57.1	8/14
Six Months Earnings Increase	$4,769	$286,164/60	$3,892	$108,975/28	$3,895	$89,585/23	-$1,471	-$19,128/13
Employment & Credential Rate	55.4	31/56	50.0	12/24	64.3	18/28	82.4	14/17

Table D – Other Outcome Information for the Adult Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	87.9	174/198	82.6	19/23
Employment Retention Rate	86.3	246/285	78.1	25/32
Six Months Earnings Increase	$4,654	$1,275,189/274	$3,536	$113,150/32

Agy./PO: 00-00 State of Montana (Statewide)

Table E – Dislocated Worker Program Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	80.0	83.8	394	470
Employment Retention Rate	89.0	89.0	670	753
Six Months Earnings Increase	$275	-$440	-$330,856	752
Employment and Credential Rate	70.0	70.7	395	559

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veteran	Num Den	Individuals With Disabilities	Num Den	Older Individuals	Num Den	Displaced Homemaker	Num Den
Entered Employment Rate	80.0	64 80	90.0	18 20	75.0	27 36	100.0	4 4
Employment Retention Rate	92.7	101 109	82.4	28 34	88.2	45 51	100.0	16 16
Six Months Earnings Increase	$397	$43,237 109	$601	$20,447 34	-$4,193	-$213,858 51	$1,263	$20,205 16
Employment & Credential Rate	70.6	60 85	83.3	25 30	76.2	32 42	87.5	7 8

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	83.4	341 409	86.9	53 61
Employment Retention Rate	88.6	542 612	90.8	128 141
Six Months Earnings Increase	$103	$62,887 611	-$2,793	-$393,743 141

Agy./PO: 00-00 State of Montana (Statewide)

Table H.1 – Youth (14-21) Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Placement in Employment or Education	0.0	66.7	150	225
Attain Degree or Certificate	0.0	48.7	109	224
Literacy or Numeracy Gains	0	0	0	0

Table H.2 – Older Youth (19-21) Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	76.0	81.6	31	38
Employment Retention Rate	86.0	89.1	41	46
Six Months Earnings Increase	$3,400	$5,659	$237,666	42
Employment and Credential Rate	62.0	68.0	34	50

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individuals With Disabilities	Num Den	Out of School Youth	Num Den
Entered Employment Rate	76.9	10/13	100.0	1/1	60.0	3/5	80.0	12/15
Employment Retention Rate	91.7	11/12	100.0	1/1	100.0	4/4	88.5	23/26
Six Months Earnings Increase	$6,100	$67,098/11	~~~~	~~~~/~~~~	$3,576	$14,305/4	$5,890	$135,463/23
Employment & Credential Rate	38.5	5/13	100.0	1/1	50.0	3/6	66.7	12/18

Table J – Younger Youth Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Skill Attainment Rate	89.0	82.3	340	413
Diploma or Equivalent Attainment Rate	63.0	63.4	97	153
Retention Rate	67.0	70.2	139	198

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance	Num Den	Individuals With Disabilities	Num Den	Out-of-School Youth	Num Den
Skill Attainment Rate	86.1	31/36	88.6	78/88	80.7	67/83
Diploma or Equivalent Rate	61.1	11/18	71.9	23/32	8.3	1/12
Retention Rate	67.9	19/28	63.6	28/44	73.0	27/37

~~~~~ - Data has been suppressed. An aggregate of at least three participants is required to disclose this information.
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Agy./PO: 00-00 State of Montana (Statewide)

Table L – Other Reported Information

Program	12 Month Employment Retention Rate		12 Month Earnings Change (Adults and Older Youth) Or 12 Month Earnings Replacement (Dislocated Workers)		Placements For Participants in Non-Traditional Employment		Wages At Entry Into Employment For Those Who Enter Unsubsidized Employment		Entry Into Unsubsidized Employment Related to Training	
Adults	86.6	213 246	$4,266	$1,006,695 236	6.2	12 193	$4,692	$877,351 187	67.8	118 174
Dislocated Workers	91.6	596 651	97.4	$8,306,518 $8,529,185	3.3	13 394	$6,278	$2,454,637 391	64.8	221 341
Older Youth	89.2	33 37	$6,048	$199,586 33	3.2	1 31	$2,510	$77,814 31	0.0	0 0

Table M – Participation Levels

Program	Total Participants Served	Total Exiters
Total Adult Customers	1558	902
Total Adults (Self-Service Only)	0	0
WIA Adults	696	332
WIA Dislocated Workers	862	570
Total Youth (14-21)	527	273
Younger Youth (14-18)	421	228
Older Youth (19-21)	106	45
Out-of-School Youth	159	52
In-School Youth	368	221

Agy./PO: 00-00 State of Montana (Statewide)

Table N – Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	$1,973,611
Local Dislocated Workers	$979,795
Local Youth	$2,045,969
Rapid Response (Up to 25%) 134 (a) (2) (A)	$478,730
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	$352,741

Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Incumbent Worker Training	$400,000
	Technical Assistance for Local Providers	$49,359
	(Please refer to Narrative Section for descriptions)	
Total of All Federal Spending Listed Above		$6,280,205

Agy./PO: 00-00 State of Montana (Statewide)

Table O – Local Performance

Total Participants Served	
a) Adults	696
b) Dislocated Workers	862
c) Older Youth 19-21	106
d) Younger Youth 14-18	421
Total Exiters	
a) Adults	332
b) Dislocated Workers	570
c) Older Youth 19-21	45
d) Younger Youth 14-18	228

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Customer Satisfaction				
a) Customer Satisfaction – Participants	84.0	86.7		
b) Customer Satisfaction – Employer	88.0	92.1		
Entered Employment Rate				
a) Adults	81.0	87.3	193	221
b) Dislocated Workers	80.0	83.8	394	470
c) Older Youth 19-21	76.0	81.6	31	38
Retention Rate (6 months)				
a) Adults	83.0	85.5	271	317
b) Dislocated Workers	89.0	89.0	670	753
c) Older Youth 19-21	86.0	89.1	41	46
d) Younger Youth 14-18	67.0	70.2	139	198
Earnings Change/Replacement Rate 6 Months				
a) Adults	$4,100	$4,537	$1,388,339	306
b) Dislocated Workers	$275	-$440	-$330,856	752
c) Older Youth 19-21	$3,400	$5,659	$237,666	42
Credential/Diploma Rate				
a) Adults	70.0	69.5	216	311
b) Dislocated Workers	70.0	70.7	395	559
c) Older Youth 19-21	62.0	68.0	34	50
d) Younger Youth 14-18	63.0	63.4	97	153
Skill Attainment Rate				
a) Younger Youth 14-18	89.0	82.3	340	413
Placement in Employment or Education	0	66.7	150	225
Attainment of Degree or Certificate	0	48.7	109	224
Literacy or Numeracy Gain	0	0	0	0

Description Of Other State Performance Indicators

a. _____ _____ _____

b. _____ _____ _____

Overall Status Of Local Performance [ ] Not Met [X] Met [ ] Exceeded